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			Application Number	10/687,703
			Filing Date	October 20, 2003
			First Named Inventor	Robert Scarano, et al.
			Art Unit	N/A 2654
Examiner Name	Not Yet Assigned V. Paul Harper			
Attorney Docket Number	436.006/09903737			
Sheet	1	of	1	

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
CPH	AA	US-5,535,256	07-09-96	Maloney et al.	
CPH	AB	US-5,638,489	06-10-97	Tsuboka	
CPH	AC	US-6,603,854	08-05-03	Judkins et al.	
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CPH	AM	US- 20010049601	12-06-01	Kroeker et al.	

FOREIGN PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Country Code <sup>3</sup> -Number <sup>4</sup> -Kind Code <sup>5</sup> (if known)			
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NON PATENT LITERATURE DOCUMENTS				
Examiner Initials	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>	
CPH	CA	"VorTecs Uses Fast-Talk to Power Intelligent Communication Solutions" pages 1-3		
CPH	CB	Geoffrey Giordano, "Integrating a Call Logger Into the Modern Contact Center", December 3, 2001, pages 1-6		
CPH	CC	Jeffrey Kingdon, "Computer Telephony Integration", November 28, 2001, pages 1-7		

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Examiner Signature	<i>V. Paul Harper</i>	Date Considered	7/8/04
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